

# ***SAFELY HOME, FAMILIES FIRST***

## **Regional Service Council Minutes**

### **Region #16 Meeting**

**Date:** January 29, 2015

**Time:** 5:00 p.m.

**Location of Meeting:** Haub's Steak Haus, Haubstadt, Indiana

**Meeting Chair:** Regional Manager Melanie Flory

**Meeting Secretary:** LaJean Gentry

**Call to Order:** Start Time 5:00 p.m. CST

**Roll Call:** Quorum – 9 of 12 Voting Members Present

#### **Voting Members Present**

Melanie Flory  
Judge Robert Aylsworth  
Shirley Starks  
Michael Summers  
Samantha Freeman (Proxy for  
Stephanie Hunt)  
Aaron Simpson  
Melissa Haaff  
Suzanne Draper  
Libby Treado

#### **Phone Present**

#### **Absent with Regret**

Stephanie Hunt

#### **Absent**

Judge Brett Niemeier  
Judge Joseph Verkamp  
Margaret Angel

#### **Others in Attendance**

Lori Reinhart  
Trina Russell  
Melanie Reising  
Michael Singleton  
Tiffanie Bailey  
Laura Wathen  
Gini Combs  
Carlye Gibson  
Lisa Whitaker  
Laura Walker  
Kathryn Kornblum-Zelle  
Lynn Wisneski  
Jan Dotson  
Kenneth Malapote  
Nicole Schultz  
Kelly Salee  
Jeff Gray  
Keith Patterson  
Micci Frye

Lindsey Robak  
Donna Culley  
Kat Isbell  
Kris Mann

## **Welcome**

Melanie Flory welcomed everyone to the meeting and introductions were made. Melanie noted this would be a busy meeting as she would present results of the region's recent QSR, and Micci Frye would also be presenting information regarding scoring of the RFP's.

## **Approval of minutes from last meeting on October 23, 2014:**

As read   X  

As corrected       

Minutes of the October 23, 2014 RSC meeting had previously been e-mailed. Shirley Starks made motion to approve the Minutes. Suzanne Draper seconded that motion. Minutes of the October 23, 2014 meeting were approved by unanimous vote.

## **Program/Committee Reports**

**Community Partners Report** – Mike Singleton – Mike stated the reports have been posted to the IHBS website. The December monthly summary for Region 16 showed 79 new referrals were made, and 68 of those referrals were serviced. Referrals received by county were: 9 from Gibson, 11 from Knox, 2 from Pike, 0 from Posey, 51 from Vanderburgh and 6 from Warrick. In addition to DCS referrals, partner referrals included the following agencies: Deaconess Cross Pointe, Warrick County Police Department, North High School, Boonville High School, Holly's House, EVSC, CASA, and 23 self referrals. The closing report is available on the website. At the end of December \$418,612.20 of the budget had been spent, 53.6% of the budget, with the target being 50%. With winter heating bills, etc., this is not unusual however. Other reports on the website include subcontractor and origin of referrals reports. Mike will be available after the meeting to answer any questions or for assistance in accessing reports through the website.

**Region 16 Practice Indicators** – Melissa Haaff – Melissa reported MaGIK generates many reports which counties discuss and track on an individual and regional basis. Action is taken to increase where needed, as well as decrease where needed.

**Practice Update** -- Trina Russell – Trina reported major changes went into effect on January 1 regarding training of case managers as facilitators of Child and Family Team Meetings, as well as Peer Coaches who are those who help the case managers through that process. Cohort case managers who will be in the field next week in Vanderburgh County will be the first to experience that part of the new training process. The Peer Coaches will be experiencing these changes for the first time on February 11 with six new case managers going through that process with the peer coaches.

Although CFTM numbers do show fluctuation, looking at staffing numbers of those trained to conduct CFTM's shows the Region is actually holding steady. Trina stated that since training processes are so new, she would have more information to report out on in future meetings. Trina was asked if February 11 is when the Peer Coaches start the training. Trina noted the new training will be a one-day, in-house, streamlined training for both facilitators and Peer Coaches. Melanie stated streamlining of the training process was a big positive as FCM's would be trained during their initial cohort training process and not have to wait for that training until after they were back in the counties, but would instead come out of cohort ready to facilitate CFTM's.

**Regional Foster Care** – Sam Freeman – Sam provided foster care stats for the year of 2014. The number of foster homes licensed in 2014 was 116, with 52 of those being general foster homes and 64 being relative foster homes. There were 690 foster home placements made with 466 of those placements occurring in the county of removal, and 224 of those placements being made out of county. That amounted to 68% of the placements occurring in county. The Foster Care Unit has a target of 80% so that leaves room for growth in 2015. The total number of foster home inquiries in 2014 was 378. Of the 378 inquiries, 31% of those families were licensed. The average number of inquiries per month is 31. There are seven Foster Care Specialists in Sam’s unit.

**QSR/QAR Update**— Shirley Starks — Will be discussed later in the meeting.

**Permanency Round Tables** – Melanie Reising – Melanie reported for Margaret stating the Region had been working on streamlining the process of the Permanency Round Table and the Permanency Team. The idea is that the Permanency Team is a local team which will evaluate and look for ways to improve permanency and stability and from that group of children choices will be made for the Permanency Round Table. Dates have been set for Permanency Round Tables for the rest of the year in March, July, September and December.

**Budget Report** -- Keith Patterson – Keith reported he will be sending out a corrected budget sheet to reflect a change he will be making for Knox County. At the end of December there were approximately \$1,500,000 in expenditures, and for the year expenditures amount to approximately \$9,500,000. The allocation for the year is between \$18,000,000 and \$19,000,000, which puts the region at spending 48% of the budgeted allocation, which is very good. The budget has not yet been broken down by county, but that information will be available at the next RSC meeting.

**Services** – Micci Frye – Micci distributed information related to the DCS scoring of agencies’ proposals for services. The first sheet listed provider names and services which the Region 16 scoring teams approved. Micci did note that scoring allows the process to move to the next step, and this was not a guarantee that a particular agency would be contracted to provide services due to possible glitches which could occur during the contracting process. The second sheet was a “cheat sheet” which listed some of the program service definitions, and the third sheet provided a listing of the different tier levels of services. After RSC members reviewed the information, Melanie asked if there were any questions. None were noted. Suzanne Draper made motion to approve the agencies that the scoring teams had approved. Shirley Starks seconded that motion. Motion carried.

## **Unfinished Business**

**Judges’ Updates** — Judge Robert Aylsworth – Judge Aylsworth reported that the legislature was in full session at this time. In a legislative update received the previous week, information on HB 1434, which was introduced by Rep. Mahan and had passed the House in favor 12/0, was included. Some of the items included in this bill are: Repeal of the requirement that case managers be licensed social workers, repeal of the requirement that the RSC prepares a local plan for the Department of Child Services, and elimination of the term independent living and replacing that wording with successful adulthood. This bill would also allow foster care children age 14 to select a “child representative” to participate in development of the case and transition plan. Judge Aylsworth noted a lot of items presented in this bill will be amended as it goes along, but there was enough information available now that may be of concern to many in attendance who would like to see those items addressed before the bill becomes final.

## **QSR**

Melanie Flory -- Melanie explained that the QSR is a Quality Service Review which consists of a team of reviewers coming to the region to look at practice and performance. The reviewers use a set of guidelines to score how well the region is doing and to determine what the strengths and challenges are. Melanie commended Shirley Starks on an outstanding job in making sure QSR preparations were completed in a timely manner.

Handouts were provided which explained the process and outcomes. Twenty-three cases were reviewed: 17 CHINS, 2 Informal Adjustments, and 4 assessments. There were 23 children in these cases. In cases of sibling groups, only one child was reviewed as the focus child. Interviews conducted amounted to 184, with an average of 8 interviews per case. That information was then compiled to give the region a guideline for its core practice and performance. Each area is scored and will obtain a score of 4 to 6 (Optimal, Good, Fair), which is the Maintain/Refine range and is the range the region has hoped to achieve, or 3 to 1 (Marginal, Poor, Adverse), which is the Concerted Action Needed range. Melanie explained the definition of each score point. Four QSR rounds have been conducted in Region 16, with the first QSR in 2008 providing the baseline.

Characteristics of the Children and Families in the Sample involve Age Group, Time in Care, Case Type, and Current Placement. It was found the region's children ages 0 to 4 and 5 to 9 have increased some, so the region is serving more children in those age groups. For Time in Care no cases were in care over 37 months so the region is definitely working to move children to permanency. For Case Types, 74% were CHINS cases, 9% were IA's, and 17% were assessments. Adoption cases are not pulled unless a case moves to adoption after the pull which occurs about 12 weeks in advance and could happen. For Current Placement, 44% of the cases were in custodial/non-custodial care, 17% were in relative care, 30% were in foster care and 9% were in congregate care.

Child Safety covered the areas of Safety and Behavioral Risk, Permanency and Stability, Well-Being (Appropriate Living Arrangement, Physical Health and Emotional Status, Learning & Development, and Pathways to Independence), as well as an Overall Child Status Score. All categories scored very well remaining in the Refine/Maintain area with only 4% (one case) in the Overall Child Status coming under the Concerted Action Needed.

Interviews with parents determined that 48% of the parents were abused or neglected themselves as children, had some type of domestic violence in their lives, drug addiction or substance abuse and unstable living conditions; 43% had insufficient income and lack of parenting skills. Twenty-six percent of the mothers and 13% of the fathers had been former wards; while it was unknown whether 22% of the mothers and 35% of the fathers had been previous wards as that information was not made known to the interviewers. It was noted that this was a larger percentage of parents than usual of parents who were former wards and was something to consider.

The next category was Parent Caregiver Status, which deals with the type of parenting skills parents have, capabilities of being a good parent, and supports available. Fifty-two percent were scored within Refine/Maintain which was better than the last QSR score and in the same range as the time before. Only 35% scored in the Refine/Maintain range for informal supports which means that amount of parents expressed they have positive informal supports. Otherwise, informal supports may be a negative support or not in an area where the parents live or are accessible to parents. In some cases parents have informal supports, but do not use them. For Overall Parent Status, 9% scored a 5, 35% scored a 4, and 39% scored 3, and 17% scored 2. This is an area that the region will be looking at as parents may have great informal supports but their parenting capacity may be lacking, however,

they can parent with the help of the informal supports, or the situation could be vice versa. The next categories were Parent Caregiver Status, Congregate Care and Current Caregivers which involves foster care, relative care and places where children are placed, and the Overall Current Caregiver status which were all very good and in the Refine/Maintain area, except for one score of 9% in the Concerted Action area (one case).

System Performance involves how the system works with the parents and case and involves how well parents are engaged and whether they have a voice and role. From the last QSR one of the region's focuses was on giving the child a role and voice. The region did well with a 71% score in Refine/Maintain. The score for mothers was 55% but the score for fathers was only 30%, so engaging fathers is another area that the region will be looking at so that fathers feel they have a role and voice.

Teaming involves looking at team formation and team functioning when pulling together a supportive team for a family and doing Child and Family Team Meetings. The team formation score of 57% was in the Refine/Maintain area. The score on team functioning was 42%, a little higher than the last QSR but would like for that to be a little better. Functioning involves who is at the table leading the team, are decisions being made by the parents, do they have a role and voice, and is DCS able to close cases and sustain that based on what the team can do for the family after DCS closes the case?

Assessing looks at culture and understanding the child and assessing and understanding the family. A score of 83% in Refine/Maintain was achieved. This looks at things like cultural issues such as is this a drug culture or involve other types of culture and how well DCS recognizes that and works with that. Assessing and understanding the child includes an ongoing assessment of how the child is, are the child's needs being met and will the needs change, is the child being continually assessed as to what is going to happen in the next six months, or is there a transition that might be coming up? A score of 75% was received. In understanding and assessing the family a score of 52% was achieved. This involves getting to the triggers for families and trying to figure out what really is occurring with them, for example, if a family is using drugs, are they getting down to the underlying reasons as to why they are using drugs, such as unresolved grief issues as an example which might trigger such behavior. A lot of families get drug and alcohol treatment but don't necessarily take the time to get thoroughly assessed and talk about the other issues that impact that so that true behavioral changes can be seen.

Planning – long term view of child and family, process and transition and life adjustment. Long term view is what's going to happen in the next six months. Is the case able to be closed, is something going on to prevent that and if closing is it sustainable closure, or will the family come back again? The region scored 48% in Refine/Maintain, which is about the same as the past couple of reviews. Child and family process is planning with the parent for things that have happened or may happen again or could be coming up. This goes along with transition and life adjustments as well. Do we know things about the family now that are going to happen after we close and have we prepared the family for that, and what kinds of things have been put into place to help with that, and is the team aware of that and on the same page as to how that is going to look and who has a role in that? Those scores were 52% and 57% and in the area of Refine/Maintain.

Intervening involves whether adequate resources are available, as well as tracking and adjusting. Score for resource availability was 100%. The region is fortunate to have available resources that families have access to. Available resources must also be looked at to see if they are adequate to meet the needs of the child and family. A score of 57% was achieved. Tracking and Adjustment are discussed even in ongoing cases as workers continually assess a situation and look at changes that may come up. How well do we track those things and then adjust to what changes have occurred or are

coming? That score was 57%. Intervention adequacy is tied to the underlying needs. How well matched are services for not only the obvious needs but also the underlying needs.

Maintaining Family Relationships involves how well DCS ensures families are developing and maintaining relationships: Mother – 83%, Fathers – 36%, so again there is work to do with fathers. The siblings score was 100%, so DCS is doing well in making sure siblings stay connected either by being placed together or visitation. This also involves making sure if children have different permanency goals that a plan is in place to ensure that sibling relationship continues and that extended family relationships continue as well, which could involve grandparents, aunts, uncles, etc. That score was 45%. It was noted that there are a high number of kids who remain in their own homes for this review and are not counted, so this score involves a lower number of those counted.

Under Overall System Performance a score of 34% was received, which is indicative of what has been discussed tonight in the area of working with fathers, and DCS will be making a plan for that. In the past a CQI, Continuous Quality Improvement Plan, has been required. That is no longer the case. The region can look at and incorporate some of these challenges into the Biennial Plan or do a CQI plan on its own. Melanie noted Lisa and Carlye had offered to work with the region through those steps. Melanie stated the region would be looking at what steps to take next and also looking at ways those present could be involved in that as well. The CQI will be an ongoing process with objectives and goals.

Melanie expressed appreciation for Lisa and Carlye coming to spend the day in the region and attending the morning management meeting as well.

#### **Public Testimony/Announcements**

None.

**Next Meeting Date, Location and Time:** As there was no further business, the meeting was adjourned. RSC will meet on April 23, 2015 at 5:00 p.m. Central Time at Haub's Steak House, Haubstadt, IN.

Signatures:

Secretary \_\_\_\_\_

Chair \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

Approved: \_\_\_\_\_ (Secretary's initials) Date: \_\_\_\_\_

**Regional Service Council    Region 16 Motion Chart**  
**Date: January 29, 2015**  
**Chair:    Regional Manager Melanie Flory**

Motion	Discussion	Action	Person Responsible
1. Motion to approve the minutes from the October 23, 2014 meeting.	None	Adopted – Approved by 9 voting members.	Motion by Shirley Starks to Approve  Seconded by Suzanne Draper  All voting members present approved.
2. Motion to approve services approved by scoring teams for Region 16.	None	Adopted – Approved by 9 voting members	Motion by Suzanne Draper  Seconded by Shirley Starks.  All voting members present approved.
3. Motion to approve			
4. Motion to approve			

5. Motion to approve			
6. Motion to approve			
7. Motion to approve			

Vote count must be recorded in the minutes.